

# ***HOME SUPPORTER GUIDE***

# WELCOME

*On behalf of everyone at Derby County Football Club, we look forward to welcoming you to Pride Park Stadium.*

*We hope you find this guide useful with everything from buying a ticket, to navigating the stadium and its surroundings and planning your match day, ensuring you enjoy your Rams experience...whatever the score!*

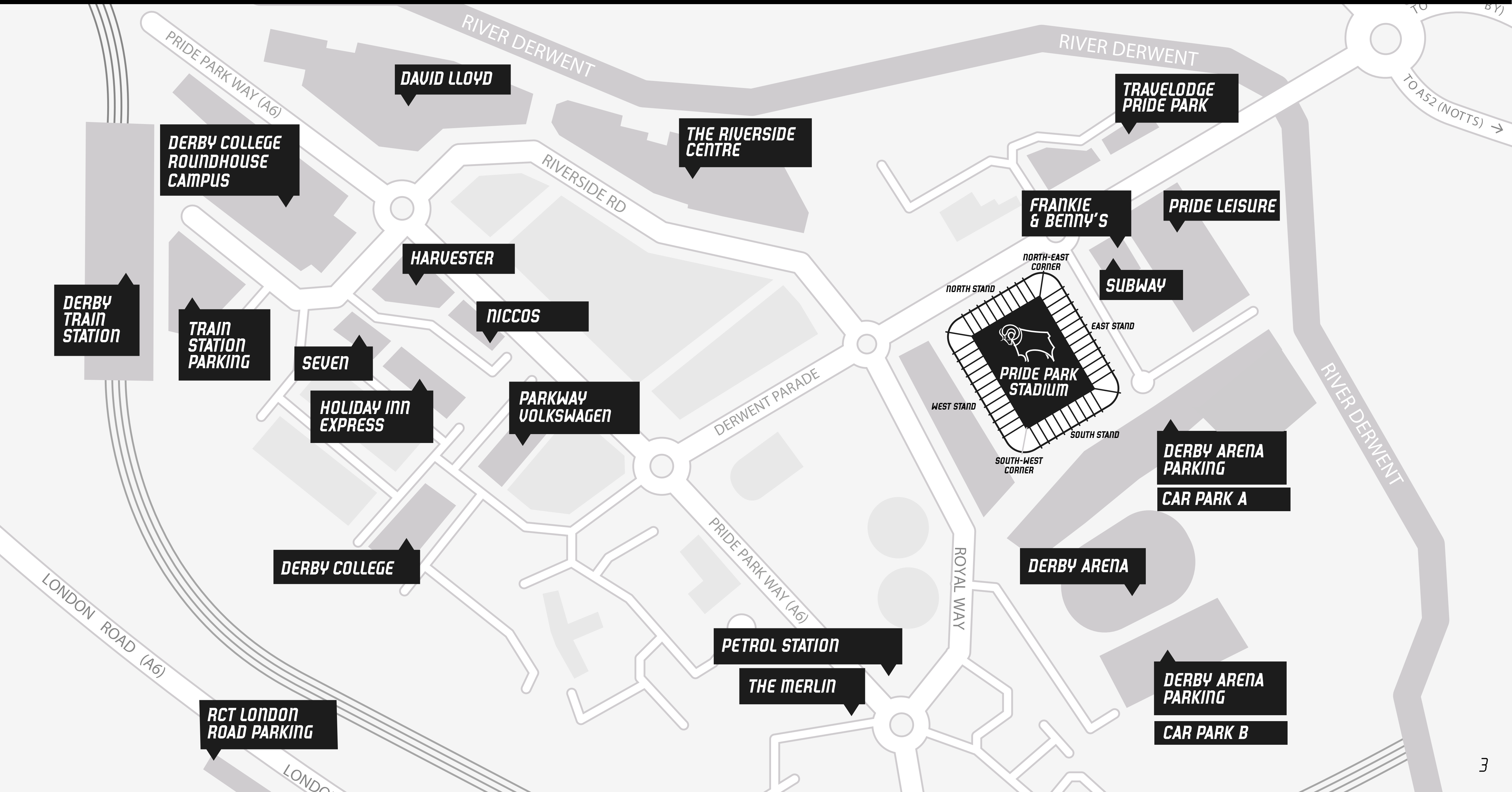
  
**ONE CLUB · RESILIENT · TOGETHER**  
WE ARE DERBY

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# STADIUM MAP



# WHICH STAND SHOULD I CHOOSE?

## WEST STAND

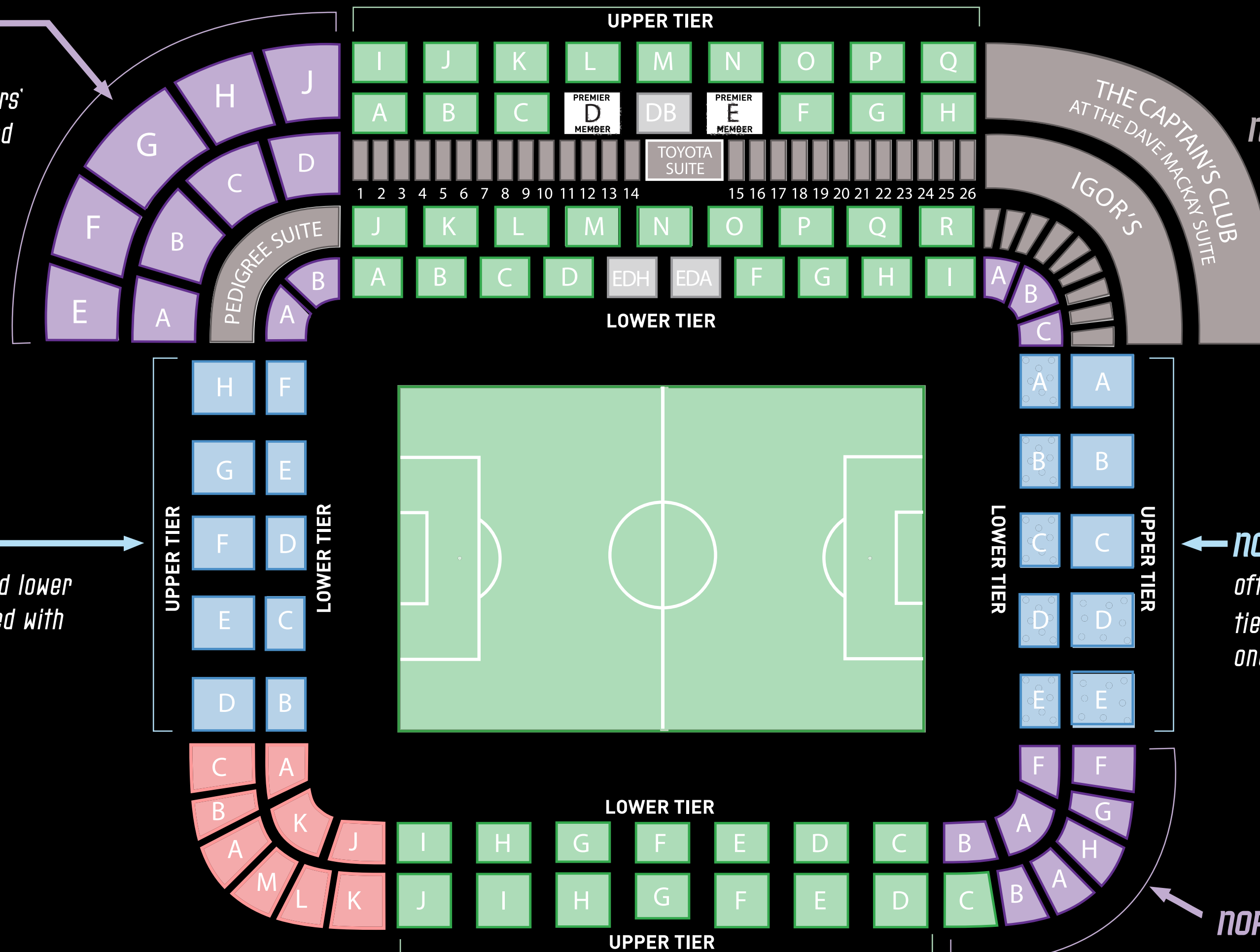
offers the highest price tickets in both upper and lower tiers directly above and adjacent to the players tunnel and team dugouts and is generally regarded as one of the more reserved stands.

## SOUTH-WEST CORNER

offers mid-price tickets in upper tier only and can get a little noisy with some of the supporters' choice of language and behaviour not considered suitable for everyone.

## SOUTH STAND

offers the lowest price tickets in both upper and lower tiers and is regarded as being the most animated with some of the supporters' choice of language and behaviour not considered suitable for everyone.



## NORTH-WEST CORNER

## NORTH STAND

offers the lowest price tickets in both upper and lower tiers and popular with families, is generally regarded as one of the more reserved stands.

## NORTH-EAST CORNER

offers mid-price tickets in both upper and lower tiers and is our dedicated family area.

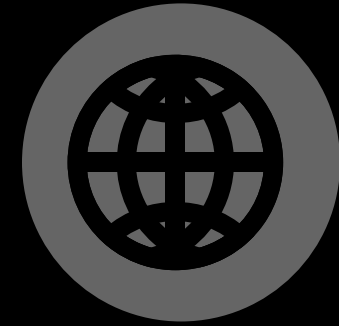
## EAST STAND

offers the highest price tickets in both upper and lower tiers directly opposite the hospitality facilities and can get a little noisy, especially in the sections adjacent to the South-East Corner which is segregated and only available to away supporters.

Seats within the lower tier are subject to inclement weather



# HOW TO BUY A TICKET/HOSPITALITY



## **ONLINE (SUBJECT TO £1 PER TICKET BOOKING FEE)**

*Tickets can be purchased online 24-hrs a day, seven days a week and up to **TWO** hours before kick-off on matchday.*

*Visit [dcfc.co.uk](http://dcfc.co.uk) and click 'TICKETS & HOSPITALITY' then, under the 'TICKETS' section, click 'HOME TICKETS'.*

*Use your email address and password to log into the system. If you haven't purchased a ticket before, you will have to register for a Fan ID.*

*If there's an issue, click the ['forgot password'](#) link on the [login](#) page. If the issue persists, email [Ticket.Office@dcfc.co.uk](mailto:Ticket.Office@dcfc.co.uk).*

*Tickets can be collected from the Pride Park Stadium Ticket Office, presented by Seat Geek, which is open Monday to Saturday 10am-4pm and at least **THREE** hours before kick-off and up to half-time on matchday, posted up to 72-hrs before matchday (subject to £2 per transaction postage fee) or delivered via the 'print at home' option.*



## **PHONE (SUBJECT TO £1 PER TICKET BOOKING FEE)**

*Tickets can be purchased by phone Monday to Saturday 10am-4pm and up to **ONE** hour before kick-off on matchday.*

*Ensure your contact details are readily available including Fan ID, Full Name, Full Address, and Date of Birth before calling 0871 472 1884 and selecting Option 1.*

*Tickets can be collected from the Pride Park Stadium Ticket Office, presented by Seat Geek, which is open Monday to Saturday 10am-4pm and at least **THREE** hours before kick-off and up to half-time on matchday or posted up to 72-hrs before matchday (subject to £2 per transaction postage fee).*

*For seasonal or matchday hospitality packages please, call 0871 472 1884 (option 3) or email [hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk).*

*Important: 0871 numbers are charged at 13p per minute plus your phone company's access charge.*



## **IN PERSON (NO BOOKING FEE)**

*Tickets can be purchased in person from the Pride Park Stadium Ticket Office, presented by Seat Geek, which is open Monday to Saturday 10am-4pm and at least **THREE** hours before kick-off and up to half-time on matchday.*

*PLEASE NOTE YOU CAN ONLY PURCHASE ONE TICKET PER FAN ID NUMBER*

# YOUR MATCH TICKET EXPLAINED

DATE AND KICK-OFF TIME

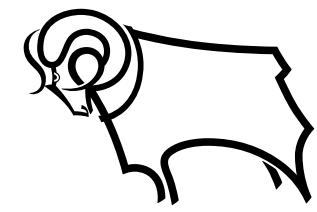
OPPOSITION

YOUR FAN ID

AGE BAND

BAR CODE  
(SCAN ON ENTRY)

YOUR TURNSTILE



Bags must be no larger than 45cm x 30cm x 15cm and are subject to search.

SkyBet League One

**Derby County v Forest Green Rovers**

**17/12/2022 15:00:00**

Turnstiles open 90 minutes before kick off

**Toyota West Stand Upper Block P**

**Turnstile 9-12**

**Stair 78**

**Row R**

**Seat 21**

Date & KO time subject to change

*Ticket Office opening times can be found on [dcfc.co.uk](https://www.dcfcc.co.uk)*

✉ [Ticket.Office@dcfc.co.uk](mailto:Ticket.Office@dcfc.co.uk)

*0871 numbers are charged at 13p per minute plus your phone company's access charge.*

Children aged 15 and under must be accompanied by and sat with an Adult aged 18 years or over

Ticket Office

Fan ID : 30923970

**Adult**



014026132118337538534165

**£24.00**

Transaction ID: 14678833

TICKET PRICE

YOUR SEAT

YOUR ROW

YOUR STAIRWELL

YOUR STAND

# YOUR PRINT AT HOME MATCH TICKET EXPLAINED

THIS TICKET MUST BE PRINTED PRIOR TO THE MATCH AND WILL NOT WORK ON A MOBILE DEVICE.

**DERBY COUNTY FOOTBALL CLUB** EST. 1884

PRIDE PARK STADIUM

sky Bet @dcf umbro SEATGEEK

PLEASE FOLD HERE

← THIS IS YOUR TICKET →

**Derby County v Charlton Athletic**

18/02/2023  
Kick-off 15:00  
Date & KO time subject to TV selection

**Adult £24.00**

**QR CODE**

**Follow us on Twitter:**  
@dcftickets

**Telephone:**  
0871 472 1884  
\*Calls cost 13p per minute, plus your phone company's access charge

**Ticket Refunds:**  
This ticket is non-refundable

**Bag Policy:**  
Bags must be no larger than 45cm x 30cm x 15cm and are subject to search

**Ticket Office**  
Fan ID : 30923970  
SkyBet League One  
Transaction ID: 14244998  
16/02/2023 11:40

VAT: 421 7232 31

PLEASE FOLD HERE

**IMPORTANT INFORMATION**

Issue of this ticket is subject to acceptance of the club's Terms & Conditions and Ground Regulations, which can be viewed at the stadium or on [dcfc.co.uk](http://dcfc.co.uk).

To enter the stadium, simply fold along the lines indicated and insert into the turnstile reader with the barcode facing upwards.

In the event of inclement weather, please keep your ticket as dry as possible until you reach the turnstile.

**DERBY COUNTY FOOTBALL CLUB**

- This is an A4 Print@Home document
- This ticket MUST be printed
- Do NOT use this ticket at the turnstiles on a mobile device

**DATE AND KICK-OFF TIME**

**AGE BAND/TICKET PRICE**

**YOUR STAND**

**YOUR BLOCK**

**YOUR STAIRWELL**

**YOUR SEAT**

**YOUR TURNSTILE**

**YOUR ROW**

**FOLD LINE**

**OPPOSITION**

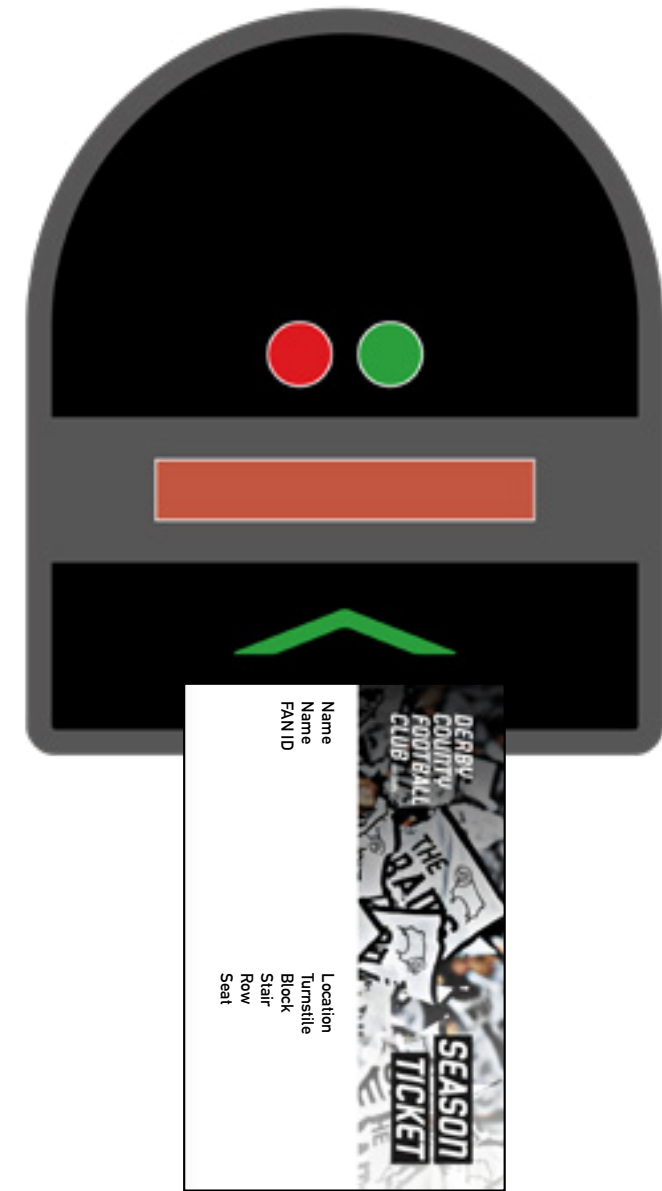
**QR CODE (SCAN ON ENTRY)**

**YOUR FAN ID**

**FOLD LINE**



# SEASON TICKETS, AWAY MEMBERSHIP AND MATCHDAY TRAVEL



## SEASON TICKETS

*If you have purchased or renewed a seat on a seasonal basis, you will receive a pre-loaded Season Ticket Card automatically providing you with turnstile access for every home league match during the season.*

## AWAY MEMBERSHIP

*Away Ticket Members receive priority for purchasing away league match tickets during the following 48-hr 'windows' after the match has been announced:*

*Window 1: Members who attended 20+ Away League Matches the previous season*

*Window 2: Members who attended 15+ Away League Matches the previous season*

*Window 3: Members who attended 10+ Away League Matches the previous season*

*Window 4: Members who attended 5+ Away League Matches the previous season*

*Window 5: All Members*

*Any remaining tickets will then be offered for general sale.*

*Tickets are subject to availability and limited to one per Fan ID, and attendance is only registered by purchasing from Derby County.*

## MATCHDAY TRAVEL

*For information on matchday travel options and directions, please visit our dedicated web page by [clicking here](#).*

# ENTERING THE STADIUM

*To ensure that you are able to enter Pride Park Stadium without any issues, it is important that you attempt to access the stadium using the correct turnstile; the turnstile that you should be using will be displayed clearly on your match ticket/Season Ticket card. Match Ticket/Season Ticket Cards must be used at the correct turnstile (accessible entrances are available in all four stands to those disabled supporters that require to use one and are clearly signed).*

## RE-ADMITTANCE

*There is no re-admittance to the stadium if you leave prior to the end of the fixture. We do however make allowances for smoking within a specific cordoned area. For further information on where to go to smoke please speak to our stewarding team who can direct you accordingly.*

## NEED HELP OR ASSISTANCE?

*If you need assistance in finding your way around Pride Park Stadium there are a number of outlets of information available to you.*

*Firstly, our stewarding team are strategically located in their high visibility uniforms on hand to give assistance with any questions which you may have, they have a high knowledge of local amenities and stadium access; if they do not know a piece of information, they will endeavour to find someone that does.*

*Our designated Matchday Supporter Liaison Officers will also be on hand to deal with any of your queries too; look for their blue 'Fans First' jacket!*



# IMPORTANT INFORMATION

All visitors to Pride Park Stadium must behave in accordance with the EFL's Ground Regulations and Derby County Football Club's conditions of issue of Home/Away tickets, Membership and Season Tickets (links directly below).

[Ground Regulations](#)

[Ticketing Terms & Conditions](#)

## TRAFFIC EXCLUSION ZONE

In the interest of pedestrian safety, a traffic exclusion zone is imposed around Pride Park Stadium on matchdays to exclude vehicles along Royal Way and Derwent Parade.

Please see map (right) for more information.

The zone is in operation from 90 minutes prior to kick off to approximately 30-60 minutes after the final whistle. The precise timing is dependent upon traffic and pedestrian movement on the affected roads. Resident parking zones are in operation on matchdays. We strongly advise all supporters to use official car parks and avoid parking in residential areas. You will avoid the parking fine of £60 which you will incur for parking in within the residents' zones.

## MATCHDAY FIRST AID MEDICAL PROVISION

We have two St John's Ambulance medical rooms available on a matchday; one is in the North-West corner of the lower concourse and the other is in the South-West corner of the lower concourse.

All stewards are first aid trained and our senior stewards all have received defibrillator training. The defibrillator is located within the Security Office, next to the player's entrance on the west side of the stadium.





## **BAG POLICY**

*Bags must be no larger than 45cm x 30cm x 15cm and are subject to search. There is no on-site storage facility for oversized bags. However, if you have a medical condition that requires you to bring a bag or other equipment, please email [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)*

## **MEDICATION**

*To bring essential medication into the stadium, please email [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk) or call 01332 667528 with details of the medication and support you may require.*

## **FLAG POLICY**

*Derby County wants an exciting atmosphere at all home games at Pride Park Stadium and encourages all fans to bring flags, banners, and large 'Surfing' flags - but these must adhere to the guidelines set by the club in tandem with the stadium's safety team.*

*For more information, please [click here](#).*

## **REPORTING AN INCIDENT/CONCERN**

*We recognise that most supporters come to the stadium to watch a football match and not to listen to abusive or indecent language from the stands. Swearing in the dedicated Family area (northwest corner) is not acceptable. Discriminatory behaviour, which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist, or anti-disability behaviour, is unacceptable. If you witness incidents like these please get in contact with a steward as soon as you can and report your concerns as this will enable us to act on them as quickly as possible. Text Service: Text DCFC then your message to 88440.*

*For more information on how to report an incident or concern, please [click here](#).*

## **CASHLESS**

*Pride Park Stadium is a cashless venue. Please be aware that NO kiosks will accept cash; we can only accept contactless & card payments.*

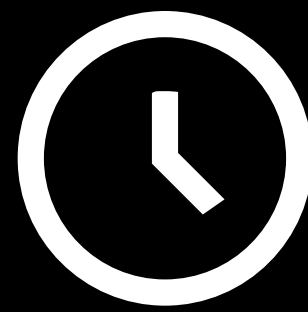
# DISABILITY & ACCESS INFORMATION

*Derby County Football Club are committed to provide the best matchday experience possible to all disabled supporters attending Pride Park Stadium and hope that it is enjoyable and hassle-free day.*

*Derby County Football Club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the matchday experience and offers a variety of reasonable adjustments based on individual supporters needs, not their 'disability'.*

*For more information, please visit our dedicated [Disabled Supporter Information Page](#); this web page also includes our Disability Ticketing Policy, Access Guide to Pride Park Stadium and also access guides for away grounds too.*





## ***COUNTDOWN TO KICK-OFF***

*Every matchday is different and games can be played on any day of the week with different Kick-off times. Timings depend on many factors including time of Kick-off, date and fixture.*

*The following timings illustrate the typical activities and timings for a Saturday home matchday with a Kick-off 3pm:*

***6 HOURS TO KICK-OFF: DCFC MEGASTORE OPENS***



***5 HOURS TO KICK-OFF: TICKET OFFICE PRESENTED BY SEATGEEK OPENS***



***4.5 HOURS TO KICK-OFF: TOYOTA WEST STAND MAIN RECEPTION OPENS***



***1.5 HOURS TO KICK-OFF: TURNSTILES OPEN AND PRE-MATCH ENTERTAINMENT STARTS***



***1 HOUR TO KICK-OFF: TEAM NEWS ANNOUNCED***



***50 MINUTES TO KICK-OFF: PLAYERS' PRE-MATCH WARM-UP STARTS***



***7 MINUTES TO KICK-OFF: TEAM EMERGE FROM TUNNEL***



***KICK-OFF: LATE TURNSTILES NOW IN OPERATION (ONE PER STAND)***

## ALCOHOLIC DRINKS

Carling Pint	£5.00
Marston's Pedigree Pint	£5.00
Carling PET 500ml	£5.00
Kingstone Press Apple 500ml	£5.00
Kingstone Press Berry 500ml	£5.00
Red Wine 187ml	£5.00
White Wine 187ml	£5.00

## SOFT DRINKS

Coca Cola 500ml	£3.00
Sprite 500ml	£3.00
Water 500ml	£2.00
Fruit Shoot 200ml	£1.50
Coke Zero 500ml	£3.00
Fanta Zero 500ml	£3.00

## HOT DRINKS

Tetley Tea	£1.95
Dowe Egberts Coffee	£1.95
Cadbury's Hot Chocolate	£1.95
Bovril	£1.95

## CRISPS

Walkers Salt & Vinegar Crisps	£1.90
Walkers Cheese & Onion Crisps	£1.90
Walkers Ready Salted Crisps	£1.90
Quavers	£1.90

## CONFECTIONERY

Mars Duo   Twix Extra   Snickers	£2.00
Minstrels	£1.20
Malteasers	£1.20
Skittles	£1.20
Haribo	£1.95

## HOT FOOD

Mom's Hot Dog	£4.20
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## PUKKA PIES

All Steak	£4.90
Meat & Potato	£4.75
Chicken Balti	£4.90
Vegan Chicken & Mushroom	£4.90

## MEAL DEALS

Pie & Pint	£8.50
Hot Drink & Chocolate	£3.80

# REFRESHMENTS

## HOSPITALITY

Enjoy the season in style with a Hospitality Package at Pride Park Stadium.

Ranging from an unlimited Chef's buffet table in our Captain's Club, to a five course a la carte fine dining experience in the much sought-after Clough Taylor Lounge.

For more information on our seasonal or matchday hospitality packages please, call **0871 472 1884 (option 3)** or email [hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk).

## ON THE CONCOURSE

Our concourse catering provides a variety of refreshments, with food options such as pies, and children's meal deals, alongside various options for soft, hot and alcoholic drinks prior to kick-off and at half-time. However, supporters are not permitted to take alcoholic beverages out of the concourse in view of the pitch.



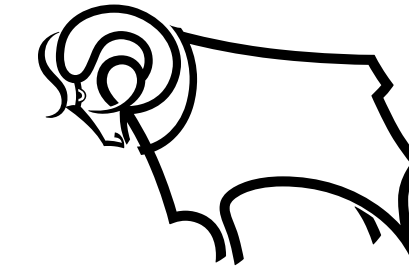
# CLUB SHOP

DCFCMegastore is open 7 days a week at Pride Park Stadium and the opening hours are as follows.

Monday to Saturday - 9am-5pm

Sunday - 10am-4pm (Bank Holidays operating on our Sunday hours)

The retail operation also offers an online service at [dcfcmegastore.com](http://dcfcmegastore.com)



**DERBY COUNTY  
MEGASTORE**



**Fanatics**





## FAMILY EXPERIENCE

Derby County Football Club prides itself on providing a fun day out for all families when they visit Pride Park Stadium and the club has been awarded the EFL's Family Excellence Award in each of the past six seasons, as well as achieving the prestigious Gold standard accolade for its work in engaging families on matchdays on two occasions.

The Family Seating Area at Pride Park Stadium has designated blocks within the North-East corner, with upper and lower tier seating available, and families are also able to purchase special Children's Meal Deals in this area too.

## RAMMIE & EWIE'S ACTIVITY ZONE

This year, we have introduced a brand-new free fan engagement initiative, revolved around giving families an interactive and enjoyable space to take their rams youngsters, and keep them entertained before every home weekend game. Rammie & Ewie's Activity Zone is hosted in Harrison's Hub in the Community Corner, situated in the North-West corner of the stadium.

Harrison's Hub hosts a selection of family-friendly activities, including colouring and crafts competitions, games, meet and greet opportunities with Club Mascots Rammie and Ewie and the Pride Park Tuck Shop (small change required).

Open from 1.30pm-2.45pm for a 3pm kick-off.

If interested, families must pre book via the website or by [clicking here](#). You will need to make one booking per family. Please note: there is limited availability on a matchday due to pre-booking requirements.

For more information on the club's plans for families on matchdays, including activities, please visit the dedicated Family Information Page by [clicking here](#).



# FAN CERTIFICATES

If you are a young first-time fan between the age of 2-16 years and would like a personalised DCFC First Time Fan Certificate, please email [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk) we will arrange for the certificate to be sent to you.

## MATCHDAY EXPERIENCES

### RAMMIE'S SPECIAL GUEST PACKAGE

Rammie's Special Guest packages can be purchased for children aged 4-11 (age at time of matchday) and the package includes the following.

- 4 complimentary match tickets (one to be used for child taking part in the experience)
- A kick about on the pitch with Rammie
- Photo opportunities with Rammie and players
- Half time penalty shoot-out with Rammie
- Pitch side viewing area for parents/guests

For more information, please contact the Derby County Community Trust Team on [community@dcct.co.uk](mailto:community@dcct.co.uk) or [click here](#).



## MINI SQUAD

*Mini Squad is an exclusive and very special opportunity where your grassroots club have the chance to walk out of the tunnel at kick off and take part in the pre-match player handshake on the pitch, minutes before the match!*

*Our package is for grassroots football teams, and it includes the following:*

- *Pre-match photograph for the team and Managers*
- *50 tickets match tickets in the North Stand area of the stadium*
- *11 match day programme for all Player Escorts to keep as a memento of the day*
- *11 places for children (age 6-12 years only) to be a Player Escort and walk out with the home side.*
- *Photographs of the experience to be sent to the lead contact electronically 1-2 weeks after the game.*

*For further information on this exciting package, please email [sarah.poplar@dcfc.co.uk](mailto:sarah.poplar@dcfc.co.uk)*

## GUARD OF HONOUR PACKAGE

*Fancy welcoming the players onto the pitch, at kick off, waving black and white flags in your team kit? Well now you can!*

*Our package is for Grassroot Football Teams, and it includes the following:*

- *Pre-match photo for the team and managers*
- *40 match tickets in the North Stand*
- *20 Guard of Honour places (age 6-15 years)*
- *Photographs of the experience to be sent to the lead contact electronically 1-2 weeks after the game.*

*For further information on this exciting package, please email [sarah.poplar@dcfc.co.uk](mailto:sarah.poplar@dcfc.co.uk)*





## **MATCHDAY PROGRAMME**

Matchday programmes are available to purchase at the ground or online by [clicking here](#).

## **MATCHDAY ANNOUNCEMENTS**

If you are celebrating a special occasion at Pride Park Stadium and wish to have a 'shout out' that will be displayed on our 'big screen' and announced through our PA System, please email [ticket.office@dcfc.co.uk](mailto:ticket.office@dcfc.co.uk)

## **RAMS REMEMBER**

Rams Remember' offers fans the chance to remember and celebrate the lives of friends, family and fellow supporters who have sadly passed away at designated home matches throughout the season.

Also, engraved memorial bricks can be purchased from Wathall's, who are the preferred partner of Derby County Football Club.

For more information, please [click here](#)

## **KEEPING UP TO DATE WITH THE LATEST INFORMATION**

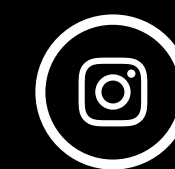
Rams fans can keep up to date with all the latest news, behind the scenes content, live match updates, ticket information and much more at the club by following us on social media.



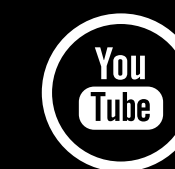
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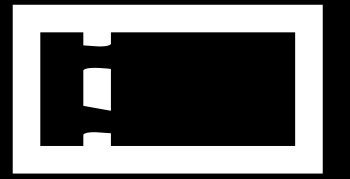
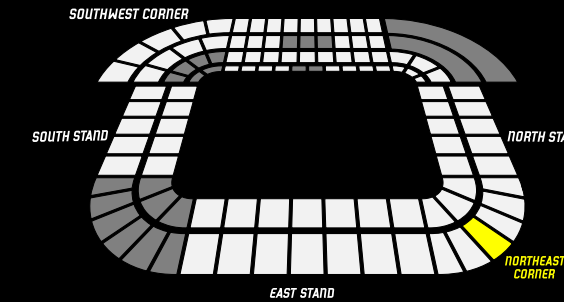
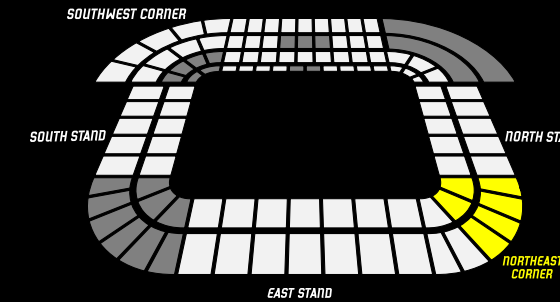
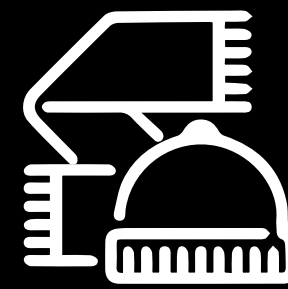
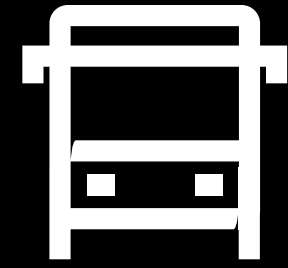
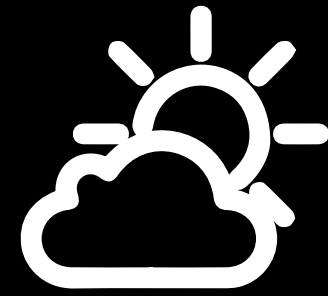
## STADIUM TOURS

*Ever wondered what it's like to make the journey out of Derby County's home changing room and down the tunnel at Pride Park Stadium? We are pleased to offer you the chance to do exactly that plus a whole lot more with our exclusive Pride Park Stadium tours.*

*Each trip around the Pride Park Stadium lasts approximately one hour and gives you a look behind the scenes at the home of the Rams.*

*For more information [click here](#)*

# TOP TIPS



*Sign up to receive our pre-match emails and follow us on **social media** to get all the latest news and build-up ahead of kick-off.*

*Make sure you have everything you need ready to enjoy the game, including your **ticket**, checking the **weather**, and planning your **route**! Please note that Pride Park Stadium is a **cashless stadium**.*

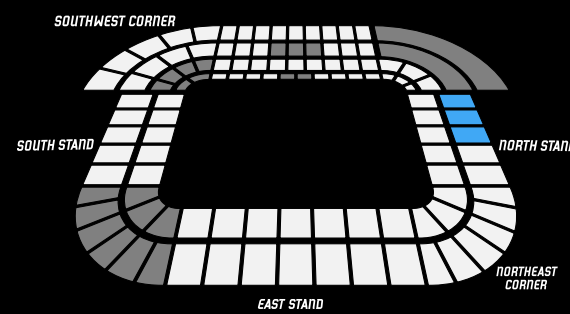
*Traffic can get **busy** around the stadium so make sure you arrive within **plenty of time**.*

*Wrap up warm if the game is during the winter months; it can get rather cold in the concourses and at your seats!*

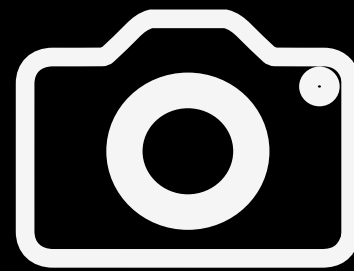
*The DCFC Megastore is in the North-East corner of the stadium.*

*The ATM is located on the outside of the North-East corner of the stadium.*

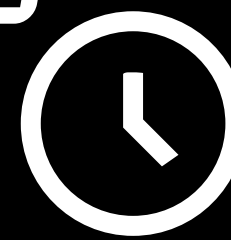
*If you are **collecting tickets** our ticket collection point for home supporters is located just **outside the Ticket Office** on the **West side** of the stadium; we would advise that you to **arrive at least 45 minutes prior to kick-off**, as you will most likely have to **queue**.*



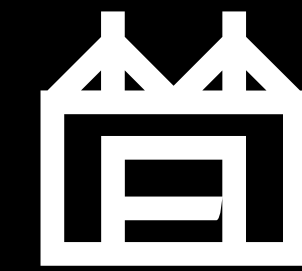
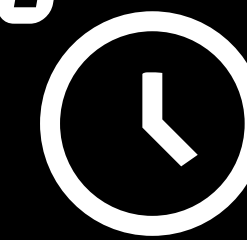
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*For all ticket access issues, please go to the **North Stand Access windows**. Located to the **left of Harrison's Hub**.*

*There are plenty of **food & drink** options inside the concourses and around the ground, look out for the **kids' meal deals** if you're a family attending.*

*Unfortunately, cameras and any device that are **capable of streaming** video content is **prohibited** from the stadium.*

*The **warm-up normally begins 45 minutes** before kick-off - don't miss the teams being put through their paces!*

*Take your seats at least **10 minutes** before kick-off so you can enjoy the atmosphere as the crowd welcome the teams to the pitch.*

*Enjoy the game, but if you do have any issues or concerns alert your **nearest steward** who will be happy to help.*

# RAMSTV



*RamSTV provides fans with comprehensive coverage of Derby County Football Club through unrivalled matchday coverage, behind the scenes access, in-depth features, promotional campaigns and episodic content.*

*RamSTV's streams and video content can be viewed across the club's website, official app, YouTube channel and social media platforms.*





## ***DID YOU KNOW?***

- *Derby County is one of the 12 founder members of the Football League.*
- *Derby is the only club to have staged England matches at three different home grounds.*
- *The highest home attendance was 41,826 against Tottenham Hotspur in 1969.*
- *Derby's biggest win was 12-0 in the UEFA Cup in 1976 against Irish team Finn Harps*
- *The biggest attendance to see a Derby game was 120,000 at Real Madrid in the European Cup (Champions League)*
- *The first foreign player to play for the club was Tewfik Abdullah, nicknamed 'Toothpick'*
- *Derby's first player to score in the World Cup Finals was Mark Wright during Italia 90*
- *The Preston Vs Derby match in 2020 was the first ever league game to be played in the month of July*
- *Youngest player: Mason Bennett, 15 years 99 days Vs Middlesbrough, 22 October 2011.*
- *Oldest player: Peter Shilton, 42 years 164 days Vs Watford, 29 February 1992.*



# CLUB CONTACTS

## SUPPORTER LIAISON OFFICER/DISABILITY ACCESS OFFICER

Emma Drury DDL: 01332 667544

Email: [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)

## TICKET OFFICE

Telephone: 0871 472 1884 (Option 1)

Email: [ticket.office@dcfc.co.uk](mailto:ticket.office@dcfc.co.uk)

## HOSPITALITY

Telephone: 0871 472 1884 (Option 3)

Email: [hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk)

## DCFCMEGASTORE

Telephone: 0333 011 0452

Email: [dcfcmegastore@fanaticsretailgroup.com](mailto:dcfcmegastore@fanaticsretailgroup.com)

## RAMSTV STREAMING SUPPORT

Email: [derbytvsupport@streamamg.com](mailto:derbytvsupport@streamamg.com)

## LOST PROPERTY

If you have lost a personal item whilst at Pride Park Stadium, please email [security@dcfc.co.uk](mailto:security@dcfc.co.uk)

*Important: 0871 numbers are charged at 13p per minute plus your phone company's access charge.*



# ENJOY YOUR VISIT

*We hope you enjoy your time at Pride Park Stadium. We are very passionate about delivering the best possible matchday experience for all supporters and would love to hear about your visit. Please fill in our Matchday Experience Feedback Form using the QR code below.*



  
**ONE CLUB · RESILIENT · TOGETHER**  
WE ARE DERBY